



Consultation on draft waste strategy [Long questionnaire]

Thanks for taking the time to give us your views.

Please post your completed questionnaire to Recycling and Waste, Castlewood, Tickenham Road, Clevedon, BS21 6FW, to arrive by 18 August 2021.

If you have any questions about this consultation, contact our waste team at waste.strategy@n-somerset.gov.uk or by phone on 01934 888 802.

This questionnaire asks about 12 aspects of our strategy and waste:

- 1: Our Targets
- 2: Reducing Waste
- 3: Reuse
- 4: Recycling
- 5: Black Bins
- 6: Composting
- 7: Communication material
- 8: Commercial Waste Service
- 9: Enforcement and Tackling Environmental Crime
- 10: Street Cleansing
- 11: Household Waste Recycling Centres
- 12: Overall

Q1 ***Are you responding to this consultation...?**

If you want to take part wearing two hats you'll need to do the questionnaire twice: e.g. one as an individual and the other representing your organisation.

- As an **individual** (this survey is anonymous) **BLUE and GREY QUESTIONS**
- Giving the official response on behalf of a **town or parish council** **YELLOW and GREY QUESTIONS**
- Giving the official response on behalf of **another public, voluntary or community organisation** **YELLOW and GREY QUESTIONS**
- Giving the official response on behalf of a **business** (anonymous and includes questions about commercial waste) **GREEN AND GREY QUESTIONS**

***This is a must-answer question because the next questions depend on your choice here**

[Questions for town or parish councils or other public, voluntary or community organisation]

Q1a1 ***What's the name of your organisation?**

Q1a2 ***What's your name and role in the organisation?**

Q1a3 ***What's your email address?**

Q1a4 **[Businesses only]**
What size business are you speaking for?

- Small (less than 50 employees)
- Medium (50-250 employees)
- Large (over 250 employees)

1: Our targets

The targets in our strategy are...

1. By 2030, reduce our residual waste (waste that is not recycled or reused) by 15% of the 2019/20 level
2. Increase our recycling rate to 70% by 2030
3. Have zero waste sent to landfill from household kerbside collections by the end of 2021
4. Improve our recycling facilities and offer food waste recycling collections to flats
5. Offer the commercial waste service to all local businesses and schools and be the main waste removal service for events in the area
6. Reduce incidents of litter and fly-tipping and improve how fly-tips can be reported
7. Improve the appearance of our streets and open spaces

You can get more detail in the Draft Strategy on our main consultation page see www.n-somerset.gov.uk/consult.

Q2a Overall do you think these targets are...?

	Too ambitious	Not ambitious enough	About right
By 2030, reduce our residual waste (waste that is not recycled or reused) by 15% of the 2019/20 level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2b Increase our recycling rate to 70% by 2030	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2c Have zero waste sent to landfill from household kerbside collections by the end of 2021	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2d Improve our recycling facilities and offer food waste recycling collections to flats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2e Offer the commercial waste service to all local businesses and schools and be the main waste removal service for events in the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2f Reduce incidents of litter and fly-tipping and improve how fly-tips can be reported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2fg Improve the appearance of our streets and open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2h Progress towards a circular economy where waste is treated as a valuable resource rather than disposed of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 Do you have any comments about these targets?



Q4

In order to meet our targets to minimise the resources we use and the waste we produce in North Somerset, which are the three most important things for us to do ... ?

- Reducing waste
- Encouraging re-use
- Increasing recycling
- Encouraging composting
- Providing effective information (including leaflets, letters, social media)
- Offering a commercial waste service
- Improving the appearance of our streets through street cleaning
- Tackling environmental crime (e.g. fly tipping and littering)
- Improving our recycling centres

Q5

And which is the most important target ...?

- Reducing waste
- Encouraging re-use
- Increasing recycling
- Encouraging composting
- Providing effective information (including leaflets, letters, social media)
- Offering a commercial waste service
- Improving the appearance of our streets through street cleaning
- Tackling environmental crime [(e.g. fly tipping and littering)
- Improving our recycling centres

2: Reducing Waste

Since 2006 we have cut the amount of residual waste collected at kerbside by half, despite population growth.

Through community engagement and encouraging people to opt for low waste and reusable options we hope to continue to reduce the amount of residual waste collected at kerbside

Q6a To what extent do you agree or disagree with each of the following actions, as an effective way for the council to reduce waste?

	Strongly agree	Agree	Disagree	Strongly disagree
Promote and provide advice on how residents reduce their waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6b Promote reusable nappies through the North Somerset Nappy Scheme

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Q6c Promote reusable sanitary products (feminine hygiene products and adult incontinence products)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Q6d Promoting alternatives to single-use items (plastic bags, wet wipes, drink bottles, coffee cups, straws).

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Q6e Promote refill options: Promote local refill/ zero waste shops, work with 'City to Sea' to encourage local businesses and cafes to create refill water points.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Q7 What else could we do to help reduce waste?

3: Reuse

Reusing something, either for its original function or a different one, preserves resources, reduces waste and supports a circular economy. Reuse also brings communities together.

Q8a To what extent do you agree or disagree with each of the following actions, as an effective way for the council to to promote reuse?

	Strongly agree	Agree	Disagree	Strongly disagree
Promote and provide advice on how residents reduce their waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promote workshops and run reuse events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaborations with repair groups, charity organisations and housing associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open reuse or repair shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Launch or promote a re-paint scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9 What else could we do to help reuse items?

4. Recycling

North Somerset achieved a recycling rate of 60.6% in 2019/20 (percentage of household waste sent for reuse, recycling or composting), which ranked us ninth in England.

Although we have one of the highest recycling rates in England, a waste audit carried out on 250 households found that 45% of the average household bin is made up of waste which could have been recycled. The largest proportion was food waste which made up on average 27% of the black bin.

Q10a To what extent do you agree or disagree with the following actions, as an effective way for the council to promote food waste recycling?

	Strongly agree	Agree	Disagree	Strongly disagree
Continue to promote and provide containers for weekly food waste collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10b	Communicate information and advice to residents to help reduce food waste in line with national campaigns such as Love Food Hate Waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Q11 What else could we do to encourage recycling?

5. Black bins

If everyone put everything that can be recycled into their recycling box you could help save the council over £1 million a year and support our aim to be carbon neutral local authority.

Although we have one of the highest recycling rates in England, a waste audit carried out on 250 household found that 45% of the average household bin is made up of waste which could have been recycled.

A change in black bin collections could significantly reduce the amount of recyclable waste in the black bin and reduce the associated carbon emissions.

There are three options to be considered that could help to minimise waste and increase recycling:

1. To remain on a fortnightly black bin collection but with the provision of a smaller bin (140 litre compared to the current 180 litre bin). This has already taken place in South Gloucestershire and Bath and North East Somerset, however, replacing bins across North Somerset could cost over £1 million.

2. To remain on the same size 180 litre bin and move to a three weekly black bin collection service.

We estimate this could save ~£230,000 a year by reducing waste sent to landfill or energy from waste and as you can keep the same bin there would be no additional cost to supplying and delivering new bins.

3. To provide a larger 240 litre black bin and move to a four weekly black bin collection service. We estimate this could save ~£469,000 a year in disposal costs by reducing waste. Moving to four weekly collections would however require a larger bin than you have now to ensure you have the capacity for non-recyclable waste and this could cost over £1.2 million.

Q12a

Which one of these options is the least acceptable to you?

- Smaller black bin (140 litres) collected fortnightly
- Same size black bin (180 litres) collected every three weeks
- Bigger black bin (240 litres) collected every four weeks

Q12b

Which one of these options is the most acceptable to you?

- Smaller black bin (140 litres) collected fortnightly
- Same size black bin (180 litres) collected every three weeks
- Bigger black bin (240 litres) collected every four weeks

Q13 What are your main concerns about any changes to the black bin collections?

The next questions are about flats. If you do not want to answer these, move on to the next section.

Q14a To what extent do you agree or disagree with the following actions, as an effective way for the council to improve and promote recycling in flats?

	Strongly agree	Agree	Disagree	Strongly disagree
Work in partnership with resident groups and managing agents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q14b Offer food waste collections for flats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q14c Improve recycling facilities with better signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q15 What else could we do to make it easier for people who live in flats to recycle more?

6. Composting

Composting at home for just one year can save greenhouse gases equivalent to all the carbon dioxide your kettle produces annually. It therefore has the potential to reduce our carbon footprint in the recycling and waste sector significantly and contribute towards a net zero carbon local authority.

Q16a To what extent do you agree or disagree with the following actions, as an effective way for the council to promote composting?

	Strongly agree	Agree	Disagree	Strongly disagree
Provide discounted compost bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q16b Provide free online webinars and workshops to support efficient home composting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q16c Encourage home composting through attending local events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q16d Provide information on home composting through social media and leaflets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q16e Support local community composting sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q17 What else could we do to encourage and help with composting?



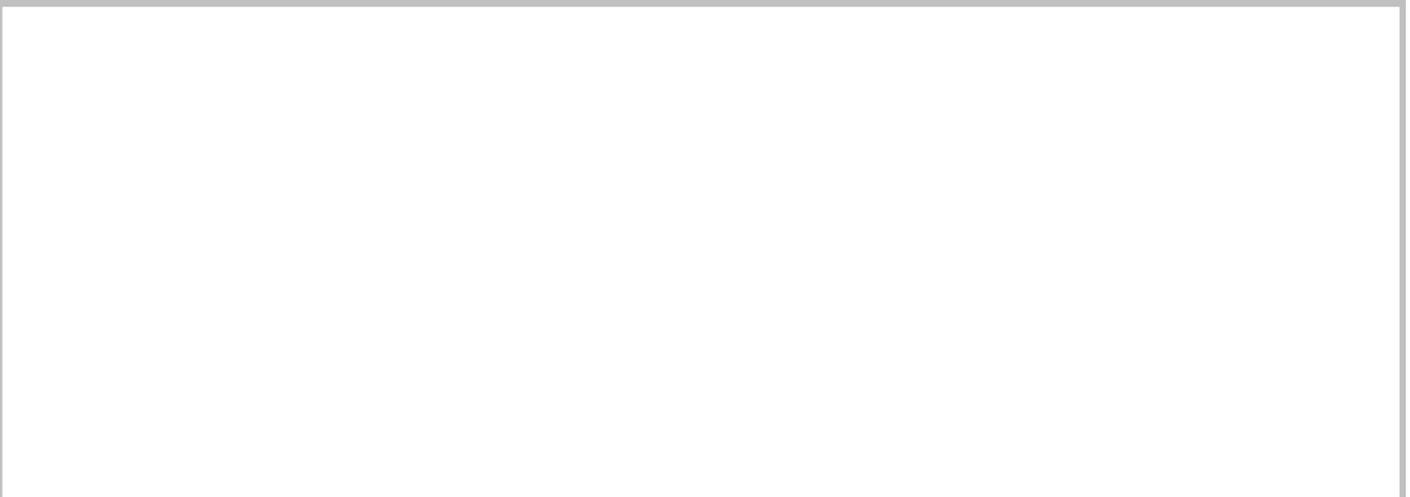
7: Communication material

In order to improve our recycling rate, we must provide targeted education and communication material to everyone in North Somerset.

Q18 Which is your preferred method to receive information on waste prevention, reuse, recycling and composting?

- Leaflets
- North Somerset Council Website
- North Somerset Council social media pages (facebook: nsrecyclingandwaste; twitter: ns_recycling)
- North Somerset Life (the council's magazine)
- North Somerset Digital Digest (the council's monthly email update)
- Information stickers/hangers on wheelie bins

Q19 Do you have any suggestions on how we can improve the information we provide?



8: Commercial Waste Service

Q20a To what extent do you agree or disagree with the following areas of action, as effective ways for the council to promote the commercial waste service?

	Strongly agree	Agree	Disagree	Strongly disagree
Promote recycling and waste collections from local businesses and one-off events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q20b Increase food waste collections

Q20c [Individuals only]

Do you have experience using a commercial waste service either in North Somerset or elsewhere?

Yes

No

Q20c1 [Businesses only]

Does the business you are speaking for use the commercial waste service offered by North Somerset Council?

Yes

No

Q20d1 [If Yes]

How satisfied are you with the commercial waste service you receive from North Somerset Council?

Very satisfied

Fairly satisfied

Fairly dissatisfied

Very dissatisfied

Q21 Do you have any suggestions on how we can improve the Commercial Waste Service?

9: Enforcement and Tackling Environmental Crime

Everyone has a duty of care for the responsible disposal of their waste and those who allow it to be fly tipped in North Somerset should expect to be caught and fined or prosecuted

Q22a To what extent do you agree or disagree with the following areas of action, as effective ways for the council to tackle litter in North Somerset?

Litter

	Strongly agree	Agree	Disagree	Strongly disagree
Install signs to warn people of the potential fine they could receive for dropping litter to discourage people from doing it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22b Support litter pickers through the Adopt-a-Street scheme

<input type="radio"/>				
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Q22c Plan and attend education events

<input type="radio"/>				
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Q23a To what extent do you agree or disagree with the following areas of action, as effective ways for the council to tackle fly tipping in North Somerset?

Fly tipping

	Strongly agree	Agree	Disagree	Strongly disagree
Campaign on householder duty of care and business duty of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q23b Increase the number of Duty of Care checks on businesses

<input type="radio"/>				
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Q23c Create a council approved waste collector scheme that the public can use to ensure they are fulfilling their Duty of Care

<input type="radio"/>				
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Q23d Use social media to raise awareness of issues of waste crime

<input type="radio"/>				
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Q23e Work towards getting better outcomes from investigations

<input type="radio"/>				
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Q23f Install cameras around fly-tipping hotspots

<input type="radio"/>				
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Q23g Improve how a fly-tip can be reported

<input type="radio"/>				
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Q24 Do you have any suggestions on how we can improve how we tackle environmental crime?

10: Street Cleansing

Since 2013 we have contracted a private company (Glendale) to do street cleansing in North Somerset. They provide services like emptying litter bins, removing sand and leaves from roads and general street cleansing

Q25a To what extent do you agree or disagree with the following actions, as an effective way for the council to improve the appearance of our streets in North Somerset?

	Strongly agree	Agree	Disagree	Strongly disagree
Review litter bin locations and types	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25b Work with councils to improve street scene	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25c Monitor trends to identify problem areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25d Plan education events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25e Increase uptake of our Adopt-aStreet voluntary litter picking scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25f Continue to ensure that all areas used for events are back to Grade A standard as set out under the code of practice for litter (Environmental Protection Act 1990)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25g Trial an 'On the go' recycling service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q26 Do you have any suggestions on how we can improve the the appearance of our streets?

11: Household Waste Recycling Centres (HWRCs) aka 'the tip'

To continue to reduce residual waste we will look to further improve our three recycling centres and encourage re-use and recycling over disposal.

Q27 [Individuals only] How many times in the past 12 months have you personally visited a North Somerset HWRC

- None
- Once
- 2 to 5 times
- Over 5 times

Q27a To what extent do you agree or disagree with the following actions, as an effective way for the council to improve recycling centres?

	Strongly agree	Agree	Disagree	Strongly disagree
Divert waste for re-use via a re-use shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q27b Investigate options to expand upon the material accepted for recycling including: plastic film and bags, carpets and mattresses

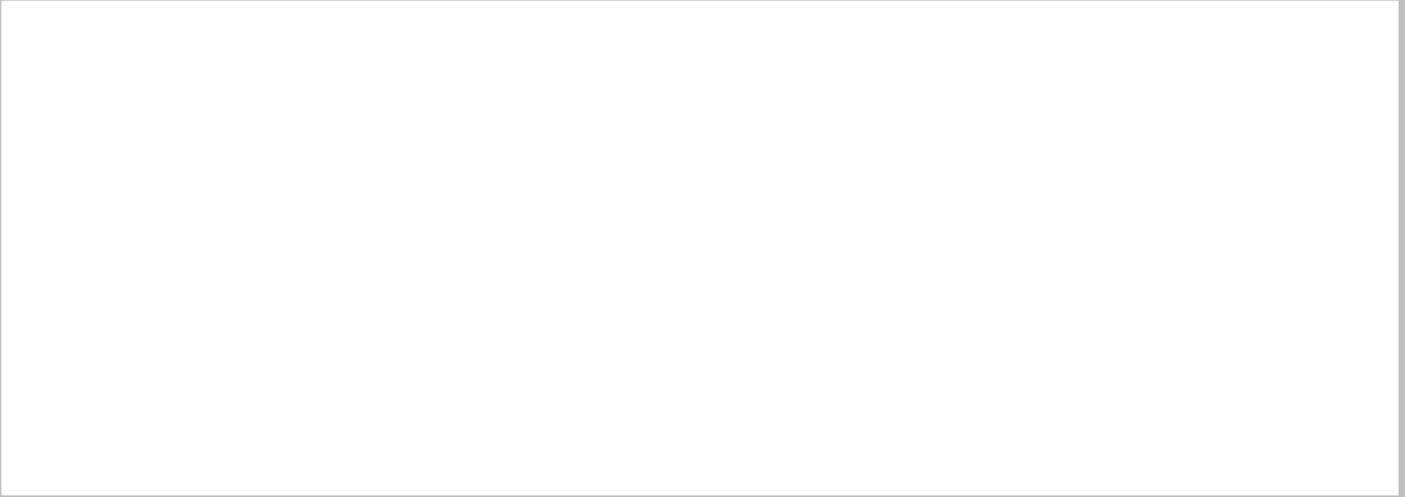
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Q27c Trial bag splitting: where staff at the recycling centres can ask you to open your black bags of waste to check everything that can be recycled is recycled, and not going in the non-recyclable skip

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Q27d Accept commercial waste from
small to medium sized local
businesses

Q28 **What else could we do to increase re-use and recycling at recycling centres?**



12: Measuring Success

We will use the following as a measure of success:

Reduction of non-recyclable waste in waste analysis.

Increased recycling rate and reduction in household waste.

Food waste recycling available at flats.

Activities taking place with partners and community groups.

Number of sign ups to the commercial waste service.

Items diverted for use at recycling centres.

Ability to find alternative markets for hard to recycle items such as carpets, mattresses and plastic bags/ film.

Increased social media following and engagement.

Number of reports of litter and fly tipping and make it easier to report online.

Number of events, workshops and talks to schools and community groups.

Q29 **Are there any particular measures of success which you would like us to include?**



Overall

Q30 Do you have any other ideas or comments about our draft recycling and waste strategy?

Q30a [ORGANISATIONS or COUNCILS]

Fair treatment

We want to make sure that the people your organisation represents or works with are not disadvantaged by our waste strategies because of their:

- age
- sex
- disability
- ethnicity

Or any other 'protected characteristic' (defined in the Equality Act 2010, see <https://www.equalityhumanrights.com/en/equality-act>).

Please let us know if there is anything you think we should bear in mind when making changes to the waste and recycling service, to ensure that that the people your organisation represents or works with are not disadvantaged because of any aspect of their identity.

Q30b [Organisations or councils]

Is your organisation potentially interested in supporting the implementation of the waste strategy?

If so we'll contact you via the email address you provided.

- Yes, potentially interested
- No thanks

Q30a1 **[Businesses only]**

Is your business potentially interested in supporting the implementation of the waste strategy?

- Yes, potentially interested, contact me with more information
- No thanks

Q30b1

What's your email address?

[Individuals through to end]

Fair treatment

Q31 We want to make sure you are not disadvantaged by any changes to our recycling and waste services, because of your:

- age
- sex
- disability
- ethnicity

or any other 'protected characteristic' (defined in the Equality Act 2010, see <https://www.equalityhumanrights.com/en/equality-act>).

Please let us know if there is anything you think we should bear in mind when making changes to our recycling and waste services to ensure that you are not disadvantaged because of any aspect of your identity

Q32 Once it's available on our website, would you like us to email you a link to the final recycling and waste strategy?

Yes

No

Sorry but we can only offer this as standard by email. If you do need a copy in an alternative format, call us on 01934 888 802.

Q33

If you are part of a group that works toward environmental goals, for example...

Local litter picking group

Community composting scheme

Repair cafe

Adopt-a-Street

or similar...

...would you like to link with us to as we may be able to provide co-ordination or material support?

Yes, potentially interested

No thanks

Q33a What is your email address?

About you

***The next few questions are must-answer because it's important to understand the neighbourhood and type of home people live in to appreciate what they are saying about waste services.**

Taken together this information could count as personal information in terms of data protection law. So, North Somerset Council is asking for this information solely for the purpose of statistical analysis. We won't pass your information on to any other organisations. We will store and manage this information in line with the General Data Protection Regulations (GDPR) 2018. For any questions, contact us at waste.strategy@n-somerset.gov.uk

Q34 ***What is your home postcode?**

Please leave off the last letter e.g. BS20 6PP

Q35 **[Census categories to enable matching to population if needed]**
*** Do you live in a....?**

- Flat, maisonette or apartment
- Whole house or bungalow
- Caravan or other mobile or temporary structure

Must answer question.

Q35a **[If house etc....]**
*** Is that...?**

- Detached
- Semi-detached
- Terraced (including end-terrace)

Q36

*** Do you have...?**

- Your own waste/recycling containers, just for your household
- Communal recycling and waste containers with neighbouring households
- Not sure/doesn't apply

Q37

***Do you have council-provided...?**

- Black bin
- Grey sacks
- Not sure/doesn't apply

If you need to order containers or bags, don't use this questionnaire, order through our website.

Q38

In between collection days do you have difficulty storing your bins/containers?

- Yes - it's a big problem due to the layout of my home
- Yes - it's a small problem due to the layout of my home
- No
- Other

Q39

How old are you ...?

- | | |
|--------------------------------|-------------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 50-59 |
| <input type="radio"/> 18-24 | <input type="radio"/> 60-69 |
| <input type="radio"/> 25-29 | <input type="radio"/> 70-79 |
| <input type="radio"/> 30-39 | <input type="radio"/> 80-84 |
| <input type="radio"/> 40-49 | <input type="radio"/> 85 plus |

Q40

Do you identify as a disabled person?

- Yes
- No

Q41

How long have you lived in North Somerset?

- Under 3 years
- 3 to 10 years
- Over 10 years
- Doesn't apply

Q42

Larger households can have different issues with waste and recycling compared to smaller households

How many people live with you on a full-time basis?

- No-one else
- One other person
- 2 others
- 3 others
- 4 others
- 5 or more others

Q43 **What is your ethnic group?**

Tick one only

A: White

- Welsh/English/Scottish/ Northern Irish/British
- Irish
- Gypsy or Irish Traveller
- Any other white background

B: Mixed/multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic background

C: Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

D: Black/African/Caribbean/Black British

- African
- Caribbean
- Any other Black/African/Caribbean background

E: Other ethnic group

- Arab
- Any other ethnic group

Many thanks for taking the time.

**Please post your completed questionnaire to: Recycling and Waste, Castlewood,
Tickenham Road, Clevedon, BS21 6FW, to arrive by 18 August 2021.**